

# RESUME



## **Anand Singh**

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**Objective** : To lead a team of highly motivated hospitality professionals who are ready to go the extra mile in order to deliver zero defect services and products thus ensuring highest level of comfort and hospitality to the end user . Achieve total guest satisfaction by providing services which are best in class and maximize organizational profitability through effective utilization of all resources.

**Job Experience** : I have done my graduation in Commerce along with a Diploma in Hotel & Tourism Management in 1996 and have been associated with The Taj Group of Hotels , The O Hotel Resort & Spa in Pune , The Golkonda Hotel in Hyderabad , The Dolphin Hotels-Ramoji Film City in Hyderabad and The Aveda Chariot Resort & Spa in Puri with which I worked as The Director of Rooms Division , The Ambassador Ajanta-Aurangabad as Rooms Division Manager & The Amby Valley Luxury Resort-A Sahara group flagship enterprise at Lonavala .

I am having an overall experience spanning around more than 22 years at various levels in general administration specializing in Front Office operations, Housekeeping , Room Reservations and Online Portal Management . I am having a thorough understanding of the domestic and foreign leisure markets and have handled the MICE segments with equal zeal and success in close co-ordination with the Sales & Marketing teams along with other allied departments throughout my tenure as a hotel professional.

### **Front Office Manager at Hotel Sea Princess at Juhu, Mumbai -MH ( Jun`19 onwards )**

A 117 rooms 5 star iconic hotel on the Juhu beach boasting of multi dining, banqueting and clubbing facilities along with a spa, gym and an outdoor pool with a direct sea view.

### **Asst General Manager at The Mittal Hotel Group in Ujjain-MP ( Sept`18 till May`19)**

Heading overall hotel operations of the most pristine hotels-Mittal Avenue & Mittal Paradise in Ujjain, Madhya Pradesh. Situated just a stone`s throw from the sacred Kshipra river , the 110 keys luxury hotel and resort has nearly 10,000 square feet of banqueting space . Food and Beverage offerings include a multi-

cuisine international three meal restaurant, poolside bbq & grill and a stylish Bar and lounge that offers a comprehensive selection of premium domestic and exotic wines along with 24 hours in room dining .

The hotel is one of the very first hospitality landmarks in town and has a strong presence in all segments including corporate , socials and leisure markets . The Hotel Group holds an enviable customer base owing to its strong brand value coupled with impeccable product and services .

**Operations Manager at The Vennington Court Hotel in Raipur , CG - (Mar`18 till Sept`18)**

A state of the art boutique hotel standing tall amidst a compset of international brands with a tripadvisor ranking of 5- way above established players in the local hospitality arena ; the hotel is well equipped with a multicuisine restaurant , terrace bistro , pub , swimming pool , spa and fitness centre along with tastefully decorated spacious rooms.

**Senior Manager Front Office at The Amby Valley Resort , Lonavala , MH – (Jun`17 till Mar`18)**

Headed the accommodations team at The Aamby Valley Resort, A flagship project of Sahara India comprising of 455 premium cottages, villas and chalets made from original Australian timber. The Aamby Valley is a self contained township with multiple verticles like hospitality, tourism, adventure and sports magnificently interwoven and complimenting each other.

**Rooms Division Manager at The Ambassador Ajanta Hotel in Aurangabad - A unit of Ambassador Group of Hotels , Mumbai (Jun`16 till May`17)**

Rooms Division Manager in the The Ambassador Ajanta , Aurangabad - A unit of the The Ambassador Group of Hotels , Mumbai . It`s a 125 rooms 37 years old hospitality landmark , one of the first star hotels in the city with a loyal client base cutting across various segments .

Was heading Accommodations , Security & Sales . Took care of entire hotel operations in absence of the General Manager . Was instrumental in rolling out the new hotel SOPs and drove the group branding and standardization initiatives at the unit level in close co-ordination with the General Manager and the team of departmental heads .

Broad areas of responsibility were administration , hotel operation , revenue generation , HR support , product renovation , vendor selection and contract management .

**Director Rooms Division at The Aveda Chariot Resort & Spa , Puri (Dec`15 till Jun`16)**

The Chariot Resort & Spa is the largest resort in the historic temple town of Puri . The Resort is equipped with all modern amenities and offers a range of choices within the 130 rooms , multiple dining and banqueting options . The swimming pool and the pool side bar along with the state-of-the-art gymnasium just compliment the scenic sorroundings encompassing the resort.

### *Job Responsibilities*

Forecast trends in occupancy, budget for room sales, average rate and other revenue.

Develop and implement strategies to achieve a larger market share and attract new segments.

Create a work environment that is high in employee morale and provides constant learning & development and use the feedback to draw an action plan. Develop systems and procedures that achieve higher cost efficiency and guest satisfaction.

Develop & Implement the annual plan using training tools and framework, linking the department's objectives.

Develop and implement strategies for optimization of sale of rooms inventory and maximization of Average room rate.

Monitor daily performance and manage revenue through revenue and yield management techniques.

Ensure through regular monitoring of GSTS and constant guest feedback, prompt, efficient and accurate service to all guests.

Manage the Guest History System and effectively use the guest profiles Review the monthly business reports and analyze market and occupancy trends Monitor the business of competition hotels in terms of new accounts and rates.

Ensure that all the operational standards set for all the equipments & processes are followed.

Work in association with the Executive Housekeeper for effective rooms management .

Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.

Develop departmental trainers in association with the training department and the training activities within the department.

Maintain regular contacts with corporate and individual customers, and build strong relationships with them.

Stay informed about local, national and international best practices/trends in accommodations management.

Identify key communities, plan various initiatives and co-ordinate the support activities.

Room Pricing & Selling techniques

Thorough knowledge of methods of cleaning rooms and public area

Knowledge of Laundry operational procedure.

Exceptional levels of open and transparent communication.

Brilliant team-building skills.

Very high on result-orientation.

Open to learn and high on personal energy and enthusiasm.

Comprehensive knowledge of Housekeeping Operational Procedures.

Effective decision making skills.

Strong problem-solving skills.

Financial management skills e.g. ability to understand P &L statements, manage operating budgets, forecasting and scheduling.

Strong customer and staff handling skills.

Knowledge of overall hotel operations as they affect department.

Ability to effectively manage team productivity.

Good presentation and platform skills.

Effective change management skills.

Knowledge of purchasing, inventory controls, supplies and equipment.

Knowledge of governmental regulations and safety standards.

Eye For detail.

Oversee day-to-day activities of the housekeeping department.

Plan, schedule, and organize work to ensure proper coverage.

Communicate and enforce policies and procedures.

Ensure all staff are properly trained and have the tools and equipment needed to effectively carry out their respective job duties.

Develop and implement procedures for managing quality of housekeeping and laundry services.

Control expenses within all areas of housekeeping.

Participate in the preparation of the annual departmental operating budget and financial plans which support the overall objectives of the hotel.

Establish par levels for supplies and equipment.

Have shortages and other business supplies replenished for daily business.

Promote teamwork and quality service through daily communication and coordination with other departments.

Keep a tab on entire housekeeping operations including laundry and horticulture.

Establish standards and processes for housekeeping .

Inspected and evaluated physical situation of establishment, and submitted to the management suggestions for painting, furnishings, repairs, transfer of equipment, and space reallocation.

Regulate inventory, supplies & equipment.

Organize and direct departmental training programmes and evaluate employee performance and work relationship based on direct observation and with inputs from the housekeeper In-charge.

Ensure records are maintained , periodic activities planned and staff reports sent for management review on schedule.

Evaluate records to estimate departmental needs and budget accordingly.

### **Front Office Manager at The Dolphin Hotels-Sitara , Ramoji Film City , Hyderabad (Mar`14 – Nov`15)**

Ramoji Film City is considered to be the one and only destination in India that amalgamates hospitality with tourism elegantly with an array of customized tours and adventure activities bundled with overnight stay options through it`s signature hotel line ; The Dolphin Hotels within the same premises.

Film crews , Leisure , Marriages and Conferences constitute the major part of The Dolphin clientele .

**Sitara** – The 171 keys flagship property of Dolphin Hotels has won the Best Hotel award in Theme Resort category in the state of Telangana for the current year.

### **Job Responsibilities**

**-Administrative :** Grooming , MIS , record keeping , meet deadlines , daily/ weekly and monthly reports , briefings and meetings , training , audits , legal and other compliances

**-Operational :** Ensure right service delivery , implement sop and hotel standards , greet meet and assist guests , vip care , monitor smooth communication , room checks etc.

**-Financial :** Interpret financials with regards to revenues , costs , expense , budgeting , monitor cost and expense control systems. Corrective measures and actions to ensure highest possible profitability. Pushing MOD sale and personal contribution , verifying posting of room tariffs.

**-Marketing :** Segmentation , client differentiation , competition set , swot , trends , market scenario , database management .

**-Training :** Managing manpower , implementing and monitoring training schedules throughout , appraisals , developing and implementing an effective feedback system , employee satisfaction and employee empowerment measures , skill development exercises.

### **Asst Manager Front Office at The Golkonda Hotel , Hyderabad (30 Jan` 2010 - Mar`2014)**

A 4 star 141 rooms deluxe business chic hotel , one of the oldest landmarks in Hyderabad with a robust and loyal client base . Does an annual turnover of around Rs 25 Cr by providing customers a wide variety of hospitality experiences.

### **Job Responsibilities**

-Ensure smooth functioning of the department by maintaining optimum manning levels , conducting meetings , briefings and training sessions on a regular basis thus ensuring smooth flow of knowledge and information .

- Giving inputs during appraisals , evaluations , promotion & recruitments
- Representing the department in monthly review meets and interdepartmental co-ordination meetings
- Working in close co-ordination with the sales and providing inputs wherever feasible.
- Capturing & sharing market intel through various sources and sharing it with the team.
- Ensuring availability of resources at all times .
- Monitoring day to day operations and making sure interdepartmental and teams within the department are working in close tandem to ensure guest satisfaction .
- Making sure Sops are followed through random checks and re-enforcing controls to arrest avoidable revenue leakages.
- Meeting and greeting guests personally and also through mailers and greeters post departure.
- Monitoring the guest database to ensure guest preferences , likes and dislikes are captured and met on their next visit.
- Compiling images and contents for the monthly Newsletter and sending relevant data and pictures to the creative.
- Checking VIP arrivals and ensure deliverables by going through the arrival list on a daily basis

**Reservation Manager at The O Hotel Resort & Spa (July, 2009-December,2009)**

A 5 star 112 rooms premium property in Koregaon Park , Pune with a 74 keys resort at the Candolim Beach , Goa.

*Job Responsibilities*

Used to take care of room reservations coming through different channels .Uploading and fluctuating rates in close co-ordination with the sales and marketing team was one of the key responsibilities . Also took care of Inventory control , competition scenario , generating reports etc.

Handled online room reservations for the O Resort & Spa , Goa as well .

**Duty Manager at The Taj Ganges , Varanasi(Taj Group of Hotels) now The Gateway Hotel Ganges (2005 – 2009)**

*Job Responsibilities*

- Staffing
- Shift Management
- Training and Team Building Exercises
- Implementing and monitoring the various initiatives and processes to achieve

customer delight in a consistent manner .

- Revenue Maximisation through upsells and adhoc business capture
- Keeping a tab on revenue loss by checking high balances, No-shows, late cancellations .
- Liasioning with allied departments for day to day operations.
- Working in close association with the security department for guest safety.
- Maintaining various daily and month end reports .
- Monitoring the customer database by ensuring correct information , preferences and grievances are captured through effective enforcement of the customer feedback system.
- Keeping an eye on the city scenario and thus helping the sales team to formulate effective sales agendas.
- Taking care of reservations where and when required and ensuring correct rate applications .
- Ensuring accounting obligations are followed in an effective manner and closely monitoring all cash, credit and sundry transactions.
- Ensuring any special requests by guests, agents or bookers are fulfilled in an effective manner
- Ensure all equipments are in working order and maintaining a smooth inventory of  
Items required for day to day operations

**Shift In Charge - The Taj Ganges , Varanasi (2004-2005)**

**Front Office Associate - The Taj Ganges , Varanasi (2000-2004)**

**Asst Housekeeper – The Taj Ganges , Varanasi (1998-2000)**

**Joined as Trainee Housekeeper – The Taj Ganges , Varanasi(Aug`96 till Jan`98)**

**Other Experiences :**

Sent on deputation to Taj Chandela , Khajuraho twice

Cross Exposure at Taj Mahal New Delhi

Cross Exposure at Jaimahal Palace Jaipur

Departmental trainer for the Front Office Department in The Taj Ganges ,  
Varanasi

Contributed in various certification programmes of the hotel in The Taj Ganges  
,Varanasi

Invited by the IHMCT&AN , Vidyanagar as an external examiner twice while in The  
Golkonda , Hyderabad .

### **Personal Details**

**Sex & Date of Birth** : Male , 9th March 1974

**Nationality** : Indian

**Current Address** : 1-1-15/ B1 RTC Colony  
R R District , Hyderabad-501512  
Telangana State

**Permanent Address** : S 18/99E-1 Ashok Nagar Colony  
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**Languages Known** : English , Hindi , elementary Bengali & Marathi

**Mother Tongue** : Hindi

### **Technical Qualification :**

Diploma in Hotel/Hospitality Management from Nehru Academy affiliated to the All India Council for Management Studies , Chennai.

### **Academic Qualification :**



B . COM in 1995 with 63% marks from Uday Pratap College , Varanasi , Uttar Pradesh.  
Intermediate in 1992 with 50% marks from U P Board.  
High School in 1989 with 63% marks from Army Public School , Pune CBSE Board  
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**Other Qualifications :**

Computer Course from NIIT  
NCC 'C' Certificate course done  
Civil Defence camps attended

I declare the above information is correct up to the best of my knowledge and can be substantiated with documents and referrals at any point of time.

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